

Infrastructure as a Service



Service Desk: 888-USE-NITC

Transitional

NITC can provide necessary platform services to support the development and transition of business applications into standardized infrastructure services.



Service Description

The NITC Transitional Infrastructure as a Service (IaaS) offering provides customers with the necessary platform services to support the development and transition of business applications into standardized Enterprise Data Center (EDC) service offerings. With server infrastructure already integrated with other key IaaS offerings, customers need only to configure NITC-provided virtual Operating Systems as well as install and configure their respective application software to enable rapid application development and EDC migration solution delivery.

What is Included

- Periodic technology refresh
- Fully integrated SAN/NAS storage services
- Fully integrated Network services
- Fully integrated Backup/Archive services
- Optional Virtual Desktop services
- Optional services include:
 - Planning and Integration
 - Application Integration
 - Database Management
 - Project Management

NOTE: Elevated Privileges will be provided as required to support actual business requirements and Federal Data Center Consolidation Initiative (FDCCI) requirements.

Platform Options

Platform	Windows	Linux	AIX	Solaris
x86	X	X		
pSeries			X	
Sparc				FY12

How We Charge

Charges are based on actual platform services provided.

Price drivers:

- Number and type of virtual servers
- Amount of actual CPU and memory required
- Amount of actual Backup/Archive data retained
- Amount of actual SAN/NAS disk storage required
- Any RSA token requirements for Remote Access
- Additional charges may apply for optional Professional Services

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.99%*

* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Proactively inform NITC of infrastructure requirements
- Utilize standardized NITC Platform as a Service (PaaS) offerings as much as possible

Additional Information

- Customers must work with NITC to maintain operating systems to ensure full compatibility with NITC SAN/NAS Storage Services, Backup Services, and Network Services